Work Smart with Microsoft Outlook

Duration: 9 hour(s)

Level: Beginners / Expert

Target Audience   Any person who needs to use Microsoft Outlook to compose and send email, schedule appointments an meeting, manage contact information and tasks, and use notes.

Prerequisites   Familiarity with the Microsoft Office environment.

About this course

In this course, you will learn how to read, create, send, and forward e-mail messages, how to manage messages and attachments, configure message options, and use search folders. You will also learn how to manage contacts, use the People Pane, work with tasks, create appointments, and schedule meetings.

Course Content

Part1: Getting Started

- The Program Window
- Outlook today
- Getting help

Part2: Email
- Reading Messages
- Creating and sending messages
- Working with messages
- Handling attachments

Part3: E-Mail Management
- Mail Options
  - o Have replies sent to someone else
  - o Expires after, do not deliver before options
  - o Voting buttons in messages
  - o Flagging messages for sender and recipient
  - o Dealing with flagged **messages**
- Organizing Mail
  - o Assigning messages to Junk Printing and deleting messages
  - o Creating and using personal folders
  - o Creating and using mail folders and personal folders
  - o Using rules to manage mail
- Tracking Mail
  - o Resending and recalling messages
  - o Tracking mail
  - o Recalling Mail
- Finding messages
  - o Use Advanced Find

- Save search folders

- Archiving messages
  - Auto Archive
  - Archive Settings

Part4: Contacts
- Working with contacts
- Using contact groups
- Using the people pane
- Creating a distribution list
- More contact folders
- Add a contact from an email
- Shared Contacts
- Exporting contacts to Excel
- Categorizing contacts

Part5: Tasks
- Working with Tasks
- Managing Tasks

Part6: Appointments and Events
- Creating and sending appointments
- Modifying appointments
- Working with events
- Using calendar views

Part7: Meeting requests and responses
- Scheduling meetings
- Managing meetings

Part8: Calendar
- Customize the Calendar View
- Recurring appointments
- Making an entry private
- Lender in To Do bar
- Group Schedules
- Managing meetings
- Sharing Calendars